Listen: VA's Digital Tool Enhances Patient Care During COVID-19

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Digital services leaders quickly pivoted to develop tools that better serve veterans during the pandemic.

Dr. Kaeli Yuen, White House Presidential Innovation Fellow
Patrick Bateman, Digital Service Expert, U.S. Digital Service

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To streamline patient access to care during the pandemic, the Department of Veterans Affairs developed a COVID-19 screening tool. Its creators, Presidential Innovation Fellow Dr. Kaeli Yuen and Digital Service Expert Patrick Bateman, outline the motivations behind creating the application, as well as how the VA’s recent digital modernization push allowed for rapid programming and deployment of a product designed to safeguard the health of both veterans and VA caregivers.

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